



## *Report to the Auburn City Council*

Action Item	13
Agenda Item No.	

City Manager's Approval
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**To:** Honorable Mayor and City Council Members  
**From:** Andy Heath, Administrative Services Director  
**Date:** November 14, 2011  
**Subject:** Review of Services – City of Auburn Administrative Services Department

### *The Issue*

Shall the City Council hear an information report regarding an overview of the duties and responsibilities of the Administrative Services Department?

### *Conclusions and Recommendations*

No action required. This report is presented for information purposes only.

### *Background*

City of Auburn Municipal Code Section 32.095 et seq., last amended in 1974, establishes the Finance Department and describes the functions and responsibilities for the Finance Director position. In May 2006, as a means to implement a comprehensive workplan as it relates to the overall administrative needs for the City, the City Council adopted a resolution approving the establishment of the Administrative Services Department and the renaming of the City's current Finance Director as the Administrative Services Director. The newly created department, as presented in the report to the City Council, effectively combined Finance and Risk Management, Human Resources, and Information Technology under one responsible department.

Subsequent to the establishment of the Administrative Services Department, there have been several citywide reorganization efforts prompted by both service efficiency needs and budgetary constraints that have resulted in the consolidation of departmental core responsibilities. These consolidation efforts have led to additional core services being assumed and managed by the Administrative Services Department while being downsized from a department with six employees in February 2008 to three employees today. The current framework of core and key operational services managed by the Administrative Services Department is presented below.

### Analysis

The Administrative Services Department is comprised of six main core functional areas of responsibility:

- Finance
- Human Resources (Personnel)
- Risk Management
- Information Technology (IT)
- Strategic Support
- Property Management

As described in the attachments to this report, embodied within each of the core functional areas are core and key operational services undertaken by the Administrative Services Department staff members. A brief overview of each function is provided below:

#### Finance

The Finance core functional area comprises service areas including disbursements, financial reporting, purchasing and materials management, revenue management, treasury management, and budget. Within these core services, selected key operational services (duties) include the processing of approximately 2,400 blue claims (accounts payable requests) and 1,900 payroll disbursements annually, preparation of the annual budget and periodic status reports, preparation of various compliance and regulatory reports for submission to the State, procurement of centralized citywide materials and supplies, business and related tax regulatory compliance, facilitation of the annual audit and reporting (CAFR), and oversight / investment of city funds.

#### Human Resources

The Human Resources core functional area comprises service areas including employee benefits, employment services, employee relations, and health and safety. Key operational responsibilities inherent within these core services include facilitation of the annual benefits open enrollment process, CalPERS health and retirement program management and reporting, facilitation of citywide recruitment processes, extensive involvement with labor negotiations and labor-related matters, and oversight of the worker's compensation program administered by the Northern California Cities Self Insurance Fund (NCCSIF).

#### Risk Management

The Risk Management core functional area includes the Insurance Program and NCCSIF Program core services. Key operational responsibilities in each of these areas include facilitation of the City's insurance programs for Airport Liability and Pollution, in addition to working with NCCSIF to manage liability and worker's compensation claims against the City. To this end, City staff serves on the NCCSIF Board of Directors, comprised of twenty-one member cities.

Information Technology

The Information Technology core functional area comprises service areas including facilitation of the Employee Help Desk, IT infrastructure management, and enterprise technology systems management. Key operational responsibilities include day-to-day maintenance of the City's 60+ computers and servers, facilitation of network management with the City's outside IT services consultant, implementation of upgrades and patches for network software and related applications, maintenance of the citywide phone system, and overall management of the City's website(s).

Strategic Support

The Strategic Support core functional area includes the financial analysis and citywide administrative support core service areas. Key operational services undertaken in the Strategic Support functional area include working with the Community Development Department to facilitate the City's Community Development Block Grant (CDBG) Program, working with rating agencies related to the City's debt issuances, preparation of internal audits as required, coordination of citywide policies, and serving the City's customers during normal business hours via the Administrative Services customer counter.

Property Management

The Property Management core functional area includes one core service –leases and rentals. Operational services inherent in the Property Management functional area are coordination of citywide leases and rentals at the Auburn Airport and Old City Hall building, working with city legal counsel on all legal matters regarding leases (estoppels, assignments, lot splits, etc.), and maintaining the City's property management accounts receivable.

Each of the above core functions and key operational services will be described in greater detail as part of a brief overview of the Administrative Services Department during the City Council meeting.

**Alternatives Available to Council; Implications of Alternatives**

Not Applicable.

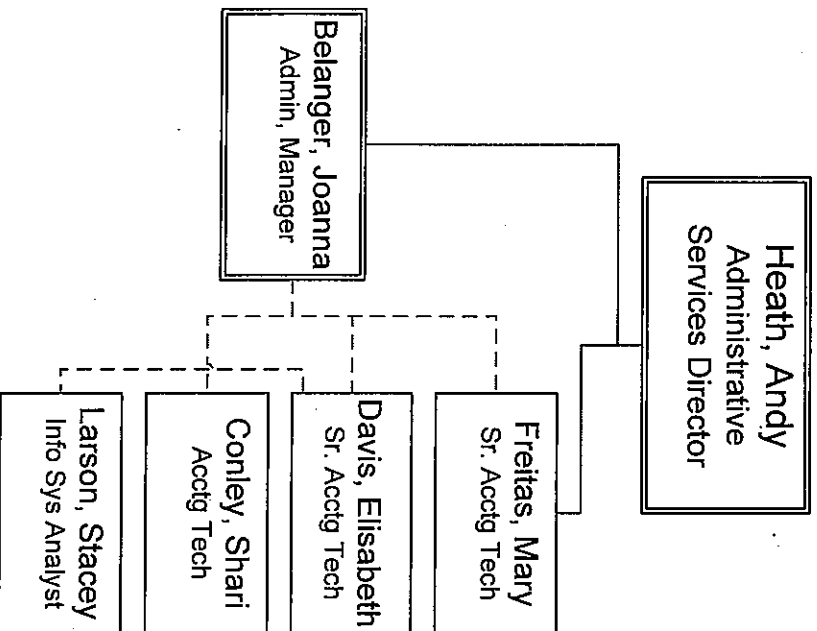
**Fiscal Impact**

None.

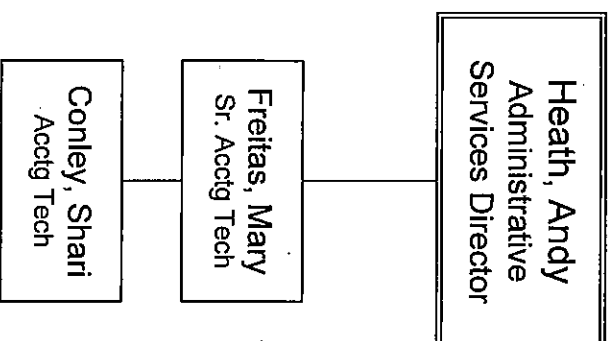
Attachments – Administrative Services Department Organization Chart  
Administrative Services Department Matrix of Responsibilities

City of Auburn  
Administrative Services Department

February 2008



Present Day



## **Administrative Services Department**

<b>CORE FUNCTION</b>	<b>CORE SERVICE</b>
<i>Finance</i>	<ul style="list-style-type: none"><li>- Disbursements</li><li>- Financial Reporting</li><li>- Purchasing and Materials Mgmt</li><li>- Revenue Management</li><li>- Treasury Management</li><li>- Budget</li></ul>
<i>Human Resources</i>	<ul style="list-style-type: none"><li>- Employee Benefits</li><li>- Employment Services</li><li>- Employee Relations</li><li>- Health and Safety</li></ul>
<i>Risk Management</i>	<ul style="list-style-type: none"><li>- Insurance Program</li><li>- NCCSIF Program</li></ul>
<i>Information Technology (IT)</i>	<ul style="list-style-type: none"><li>- Employee Help Desk</li><li>- IT Infrastructure Management</li><li>- Enterprise Technology Systems</li></ul>
<i>Strategic Support</i>	<ul style="list-style-type: none"><li>- Financial Analysis</li><li>- Citywide Administrative Support</li></ul>
<i>Property Management</i>	<ul style="list-style-type: none"><li>- Leases and Rentals</li></ul>

# Administrative Services Department

## FINANCE

CORE SERVICE	KEY OPERATIONAL SERVICE
<i>Disbursements</i>	<ul style="list-style-type: none"> <li>- Accounts Payable (Blue Claims)</li> <li>- Payroll Processing</li> </ul>
<i>Financial Reporting</i>	<ul style="list-style-type: none"> <li>- Periodic Financial Status Reports to City Council</li> <li>- Prepare and Submit Reports to State Controller (Citywide Financial Transactions; RDA; Transit; Streets; Compensation)</li> <li>- Prepare and Submit Reports to County (Statement of Indebtedness; SLESF)</li> <li>- Prepare and submit HCD Housing Report (Low Mod)</li> <li>- Prepare annual CAFR</li> </ul>
<i>Purchasing &amp; Materials Mgmt</i>	<ul style="list-style-type: none"> <li>- Centralized procurement of citywide supplies / materials</li> <li>- Coordination of citywide services</li> </ul>
<i>Revenue Management</i>	<ul style="list-style-type: none"> <li>- Accounts Receivable collections / Revenue posting</li> <li>- Business Tax Issuance and Compliance</li> <li>- Dog License Issuance</li> <li>- Massage Permit Issuance and Compliance</li> </ul>

**Administrative Services Department**  
**FINANCE, cont.**

CORE SERVICE	KEY OPERATIONAL SERVICE
<i>Revenue Management, cont.</i>	<ul style="list-style-type: none"> <li>- Process Outdoor Festival / Street Closure permits</li> </ul>
<i>Treasury Management</i>	<ul style="list-style-type: none"> <li>- Debt Management (AUDA &amp; Sewer Bond compliance)</li> <li>- Investment Program</li> <li>- Cash Management and Payment Processing</li> <li>- Citywide banking and cash reconciliation</li> </ul>
<i>Budget</i>	<ul style="list-style-type: none"> <li>- Prepare Annual Budget – Citywide (All Funds)</li> <li>- Periodic budgetary reports to City Council</li> <li>- Coordinate departmental budgets with City staff (fiscal management)</li> <li>- Monitor State and League of CA Cities information sources to aid in budget development</li> </ul>

# Administrative Services Department

## HUMAN RESOURCES

CORE SERVICE	KEY OPERATIONAL SERVICE
<i>Employee Benefits</i>	<ul style="list-style-type: none"> <li>- Periodic review of benefit programs</li> <li>- Facilitate annual open enrollment period</li> <li>- Benefit program management – Insurance payments / payroll deductions</li> <li>- Facilitation of eligibility and contribution transfers</li> <li>- CalPERS retirement management and reporting</li> </ul>
<i>Employment Services</i>	<ul style="list-style-type: none"> <li>- Facilitate recruitment processes</li> <li>- Human resources policy and procedure development</li> <li>- Succession planning</li> <li>- Facilitate mandatory drug testing</li> <li>- Process employment verifications</li> </ul>
<i>Employee Relations</i>	<ul style="list-style-type: none"> <li>- City Administrative representative for periodic labor negotiations</li> <li>- Act as Employee Relations Officer for grievances / contract and employee issues</li> <li>- Facilitate employee elections</li> <li>- Facilitate CalPERS contract amendments</li> </ul>



**Administrative Services Department**  
**HUMAN RESOURCES, cont.**

CORE SERVICE	KEY OPERATIONAL SERVICE
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*Health and Safety*

- Workers Compensation Program / Back-to-Work
- Employee Health Services
- Safety and Loss Control

**Administrative Services Department**  
**RISK MANAGEMENT**

<b>CORE SERVICE</b>	<b>KEY OPERATIONAL SERVICE</b>
<i>Insurance Program</i>	<ul style="list-style-type: none"><li>- Worker's Compensation Administration</li><li>- Liability Insurance Administration</li><li>- Airport Liability Insurance Administration</li><li>- Pollution Liability Insurance Administration</li><li>- Work with NCCSIF to Monitor all Claims Against City</li></ul>
<i>NCCSIF Program</i>	<ul style="list-style-type: none"><li>- Serve on NCCSIF JPA Board of Directors / Executive Committee</li><li>- Facilitate Delivery of NCCSIF Services where Applicable</li></ul>

**Administrative Services Department**  
**INFORMATION TECHNOLOGY**

<b>CORE SERVICE</b>	<b>KEY OPERATIONAL SERVICE</b>
<i>Employee Help Desk</i>	<ul style="list-style-type: none"><li>- Facilitate PC user routine maintenance and general requests</li><li>- Facilitate network maintenance</li><li>- Work with City IT Consultant to facilitate extraordinary user needs</li></ul>
<i>IT Infrastructure Management</i>	<ul style="list-style-type: none"><li>- Maintain IT equipment inventory</li><li>- Maintain daily and monthly information back processes</li><li>- Work with Placer County as required re: DOJ system issues</li></ul>
<i>Enterprise Technology Systems</i>	<ul style="list-style-type: none"><li>- Administer City's Exchange Email Application</li><li>- Administer City's Sage Financial Database Application</li><li>- Administer City's Business Tax Application</li><li>- Administer City's Quickbooks Billing Application</li><li>- Maintain network and application version control (upgrades and patches)</li><li>- Document IT practices and procedures</li><li>- Maintain City phone system</li><li>- Website design and maintenance</li></ul>

**Administrative Services Department**  
**STRATEGIC SUPPORT**

<b>CORE SERVICE</b>	<b>KEY OPERATIONAL SERVICE</b>
<i>Financial Analysis</i>	<ul style="list-style-type: none"><li>- Conduct ad-hoc citywide audits as required</li><li>- Serve on CDBG Business Development Grant Loan Committee</li><li>- Prepare rating agency updates – City debt issuances</li></ul>
<i>Citywide Administrative Support</i>	<ul style="list-style-type: none"><li>- Implementation and coordination of citywide policies</li><li>- Assist with citywide grant administration</li><li>- Facilitate customer service counter operations</li></ul>

**Administrative Services Department**  
**PROPERTY MANAGEMENT**

<b>CORE SERVICE</b>	<b>KEY OPERATIONAL SERVICE</b>
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***Leases and Rentals***

- Coordinate citywide leases and rentals (Old City Hall / Airport)
- Facilitate legal document preparation – Estoppels / Assignments / Lot Splits / Options
- Maintain lease / rent billing database

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